



REPLY TO
ATTENTION OF:

DEPARTMENT OF THE ARMY
INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, U.S. ARMY GARRISON, ALASKA AND FORT RICHARDSON
724 POSTAL SERVICE LOOP #6000
FORT RICHARDSON, ALASKA 99505-6000

IMPC-FRA-MWL

24 July 2007

MEMORANDUM FOR Lodging Guests

SUBJECT: United States Army Garrison, Alaska (USAG Alaska), Lodging Pet Policy and Procedures (Policy #USAG-AK-12)

1. References.

a. Army Regulation 215-1, Morale, Welfare, and Recreation Activities and Nonappropriated Fund Instrumentalities, dated 1 Dec 04.

b. Army Regulation 210-50, Housing Management, dated 26 Feb 99.

2. Purpose and Scope.

a. Prescribe the rules and procedures for housing pets in USAG-AK Lodging.

b. This policy applies to all guests residing in USAG Alaska Lodging. At any given time, all "pet rooms" may be booked and customers will be required to house their pets elsewhere. There will be a minimum of 12 specific rooms at each post designated for pet usage as determined by Lodging Management.

3. Pet Charges.

a. There is a one time, per visit cleaning fee of \$20 applied to guests registering pets. There is a charge of \$10 per pet each day the pet(s) is in Lodging. The revenues from these charges are used to offset the higher overall cost of maintaining buildings and grounds and for correcting pet damages to common use areas. Payment of this fee does not absolve any guest from the responsibility to clean up after their pets and to protect the facilities from abuse by pets.

b. Damage caused by pets in Lodging is not a normal fair wear and tear or maintenance cost. Pet owners are responsible individually and collectively for the damage and additional cleaning required which occurs as a result of allowing pets in and around Lodging. Excessive damage caused by pets as determined by lodging management in accordance with the schedule in the Lodging Guest Pet Guide and Release of Liability (encl) is the pet owner's responsibility. Pet charges are an individual responsibility and are not reimbursable as a PCS cost. These charges will be identified separately on the guest's receipt.

c. Service animals required by a medical doctor are subject to a one time cleaning fee only. Daily fees will not be collected.

d. Guests who do not register pets at check-in will be charged a \$100 non-refundable damage fee for extra deep cleaning and be assessed normal cleaning fees and per pet, per day fees in accordance with this policy. Pets will be evicted from non-pet rooms upon discovery.

4. Application.

a. Pets are defined as domestic dogs and cats only. All pets must be registered in Lodging at the time of check in. There is a two pet maximum per pet room.

b. Birds, fish, rodents and other small animals that are normally kept in a cage or aquarium, may be kept in the pet room in addition to other registered pets as long as the front desk is notified at the time of check in. There is no incremental charge for these pets; however, the \$20 cleaning fee does apply. These type small animals may exceed the two pet maximums within reason, as approved by the Lodging Manager, on a case-by-case basis.

c. Undomesticated animals such as spiders, snakes and other reptiles may not be kept in pet or non-pet rooms.

d. Residents are responsible for all care and cleaning of their animal(s).

e. No pets or animals of any type may be kept in non-pet rooms.

5. Pet Restrictions and Controls.

a. Pets must be kept in owner provided cages whenever guests are absent from their quarters and whenever employees, agents, or other authorized personnel require access to the room. Pets will never be allowed to remain outside their cages in Lodging when the guests are not present.

b. When outside of the guest room or outdoors, dogs and cats must be leashed or caged. The pet may be taken through the hallways only when being escorted in or out of the building. Pets are restricted from the lobby, day room lounge, vending room and other common areas. Outside access is limited to designated walking areas.

c. Pets will not be left unattended in vehicles in Lodging parking areas.

d. Pets will not be allowed to defecate or urinate inside Lodging rooms unless a litter box is used. Any carpet or furnishings soiled by pets will be cleaned or replaced, based on management's judgment of what is required, at the owner's expense.

e. Pets will not be allowed to defecate in parking lots or within 50 feet of any buildings except in designated pet walking areas. Pets may be allowed to defecate in grassy areas more than 50 feet from buildings. All pet stools must be removed by the pet owner and disposed of in a sealed container in the dumpster. Convenient pet scoop bags have been provided.

f. Guests who do not clean up after their pets are subject to withdrawal of pet privileges and eviction from Lodging. Guests will not use Lodging facilities to bathe pets or use Lodging towels or sheets to clean up after pets.

g. Keeping a pet in any room without compliance with registration requirements (i.e., concealing or not properly caging a pet) may be grounds for eviction of the pet and sponsor, as well as suspension of future guest privileges.

6. Procedures:

a. At check in, guests with pets will sign and receive a copy of the Lodging Guest Pet Guide and Release of Liability that includes the following:

(1) The list of rules guests are required to follow as outlined in this Policy including a fee charge schedule.

(2) An acknowledgement that the guest understands and agrees to comply with these rules.

(3) A liability release statement that releases the government, its agents and employees from any liability incident to housing the pet(s).

(4) An agreement to reimburse the US Army activity for pet-related damages to the property and an explanation that the reimbursement level is set at the current replacement or repair cost of the damaged property.

b. Guests will be advised of the \$20 cleaning fee, \$10 daily per pet fee, and the two pet maximum rule at the time of reservation and registration. Pet fees and deposits will be posted on the "B" folio and be separate from standard room charges.

c. Guests with pets will be assigned to designated pet rooms on a space available basis. When all pet rooms are filled, owners will be offered other available accommodations commensurate with their grade and family size, if available. However, they will not be permitted to keep pets in "non-pet" rooms. Lodging will provide a local pet kennel listing and the sponsor will be required to make arrangements for their pet(s), as necessary.

d. A certificate of non-availability (CNA) may be issued to a guest (without pets) who does not wish to occupy a pet room. Non-availability certificates will not be issued to

anyone with pets solely on the basis that there are no pet rooms available.

e. Activity employees will not enter accommodations in which a guest with pets resides unless the pets are caged. Access by activity employees will be required at least once per day during Housekeeping hours.

f. Termination of pet privileges.

(1) Violation of this Policy may result in immediate pet eviction. Pet owners will be required to house their pets in alternate accommodations by 1630 hours the duty day following notification of eviction. This will not relieve the pet owner of responsibility for pet damages. Management reserves the right to issue a warning based upon a violation of this policy, however, a warning is not required.

(2) Disturbance of other guests shall not exceed more than one substantiated complaint. A warning will be given based upon the first substantiated complaint. Complaints include but are not limited to excessive or loud barking dogs, loose animals or offensive pet odors. Following the first substantiated complaint, the guest will be advised that another complaint will result in the eviction of the offending pet. If a second substantiated complaint is received, the guest will be notified that alternate pet accommodations must be secured by 1630 hours the following duty day.

(3) On a daily basis and at time of checkout, pet occupied rooms will be inspected for pet related damages, in addition to existing inventory procedures. Evidence of flea infestations or other unsanitary conditions will also be monitored. If final charges are not available at the time of checkout, an estimate of the cost of the damages will be added to the guest's folio and billed to the guest. Adjustments, whether debits or credits to the guest's account, will be made as soon as actual costs are finalized.

7. Responsibilities:

a. The USAG Alaska and FRA Garrison Commander will review and approve or disapprove (in writing) any customer written appeals relating to non-fair wear and tear damage charges.

b. Activity Management.

(1) Designate and maintain pet rooms and buildings at Forts Richardson (FRA) and Wainwright (FWA). Assignments will be made on first come, first serve basis. Total units in Bldg 57 at FRA are 12; total units on first and second floor, west wing of the Northern Lights Inn at FWA is 12.

(2) Designate and maintain sufficient outside pet walking areas.

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(3) Ensure that all activity employees are familiar with and comply with provisions of this policy.

(4) Continually monitor the pet program to ensure effectiveness. Inspect all pet rooms on a daily basis.

(5) Establish maintenance programs in pet rooms that incorporate periodic deep cleaning to mitigate pet odors and other pet caused damages.

(6) Conduct annual review and analysis of pet charges and recommend rate adjustments.

(7) Direct the termination of pet privileges as outlined in this policy.

c. Activity Employees.

(1) Advise guests of the rules and provisions of this policy. Process guests with pets utilizing the provisions and procedures outlined in this policy.

(2) Promptly report violations or noncompliance with the rules and provisions outlined in this Policy to management for resolution.

(3) Provide each guest an inspection report of the room that notes any existing deficiencies.

(4) Promptly report to management complaints relating to pet-related nuisances (i.e. barking dogs, animal odors, etc.) brought to their attention by other guests.

8. POC for this memorandum is Mr. Dean Hone, 384-2003.

Encl
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//Original Signed//
DAVID L. SHUTT
COL, AR
Commanding